

Rossendale Borough Council  
The Business Centre  
Futures Park  
Bacup OL13 0BB

This matter is being dealt with by: Simone Keating

Telephone: 01706 227016  
Email: simone.keating@rltrust.co.uk

Our reference: SpinningPointRLT01  
Date: 15/02/2019

Dear Sir/Madam

**RE: Invitation to provide quotation for provision of Spa Consultancy**

Rossendale Borough Council would like to invite you to provide a quotation for the provision of a **Spa Consultant**.

We are looking for a Spa Consultant to work with us to achieve success in the opening of a 12,000 sq ft high-end spa in Rossendale, Lancashire. The Spa will form part of the Spinning Point town centre redevelopment in Rawtenstall (Appendix 1) which will complement the already thriving town centre. The development includes seven retail/food and beverage units and residential apartments. We have developed an outline business case for this project and have obtained all relevant permissions including planning permission, financing, and full council political approval to move ahead with this project due to open in September 2020. Rossendale Leisure Trust will lead the project through the development phase and will operate the facility on behalf of the Council once completed.

Rossendale Borough Council is seeking a competent consultant to outline, and support the delivery of, a clear project plan leading to a successful launch and initial operation of the Spa.

The proposal should include but is not limited to the following:

- Review of current plans; space allocation checks, comments and recommendations to enhance operational management and client journey. Including facilities, use of space, DDA, H&S etc.
- Review of our initial business plan/assumptions which have been used to create the plans for the spa and work with us to expand this to create some detailed assumptions and build the operational financial plan. This will need to take into consideration detail from the competitor analysis to fully understand the competition, their pricing, offer and brands to clearly position the new spa
- Staff planning and recommendations

- Regular meetings with the build team and interior designers for operational input to every decision including areas such as joinery, music, access control, lighting, FF&E etc.
- On-going conversation with our project manager to give operational knowledge and suggestions as queries come up throughout build period
- Signage review and recommendation
- Detailed capital expenditure plan for operational equipment (couches, stools etc.), addition of finer details as decisions are made such as treatment brands
- Marketing support with our ops and marketing team to share information for preparation of marketing material e.g. brochure and literature preparation including treatment descriptions, planning of packages for spa days, promotional plan to sit alongside our financial business plan and opening event ideas/support
- Product research and guidance; cost/ benefit analysis of skincare supplier selection process including, short listing then meetings with shortlist of suppliers, analysis of cost, margins, training, development, ethos etc. and final selection of supporting brands
- Health and safety documentation
- Product line and sundry items recommendations for opening orders
- Stock control and setting ideal/minimum order levels
- Detailed staff planning and recruitment; incentivisation and retention of all staff including Spa Manager

**We are also looking for a Spa Designer so if you can effectively do both and provide efficiencies then this will be taken into consideration in the evaluation process. Details of the Spa Designer Invitation to Tender can be found at [www.rossendalebc.gov.uk](http://www.rossendalebc.gov.uk).**

**If you have any queries or questions regarding this tender, please contact:**

**Simone Keating, Rossendale Leisure Trust**

**Telephone: 01706 227016**

**Email: [simone.keating@rltrust.co.uk](mailto:simone.keating@rltrust.co.uk)**

**Please note that the Council's responses to any queries or clarification requests may, at the Council's discretion, be circulated to all tenderers.**

**Submitting your quotation**

If you are interested in providing this service subject to our standard Terms and Conditions you must submit your quote together with the completed documentation to the Council no later than **12 noon, 8<sup>th</sup> March 2019 to:**

**Committee and Member Services Manager  
Rossendale Borough Council  
The Business Centre  
Bacup  
Rossendale  
Lancashire  
OL13 0BB**

The envelope should state the following:

**Quotation for: Spa Consultant**

**Closing date 12 noon, 8<sup>th</sup> March 2019**

**The packaging must not bear any sign or reference which might indicate the identity of the bidder.**

Any quotes received after this time will not be considered, it is your responsibility to get the quote in on time regardless of delivery method.

All submissions shall be in English and prices in Sterling, exclusive of VAT.

You must obtain for yourself at your own expense all information necessary for the preparation of your tender.

You are deemed to understand fully the processes that the Council is required to follow under relevant European and UK legislation, particularly in relation to The Public Contracts Regulations.

Quotations/documentation received will be evaluated on the following criteria:

<b>Criteria</b>	<b>% =</b> <b>100</b>
Quoted price	30
Depth of quality of proposals for project management (including work programme, project milestones, proposed methodology and strength of proposals to ensure quality of work)	20
Skills and experience of key staff to be employed on this project	20
Examples of previous work on projects of a similar nature	20
Understanding of the Council’s requirements for the Contract, and ability to delivery within timescales	10

Along with your fee proposal you are required to provide relevant information to include:

- Proposal and methodology as outlined within this document
- Timetable which you are proposing to adhere to
- Examples of previous work relatable to this project
- Company profile and Operational Information
- The proposed personnel identified for the provision of the contract and whether they will be exclusively deployed to the Council and any other resources which will be used.
- Two References
- A copy of Company Health & Safety policy
- Copies of Insurance details

You must clearly outline the efficiencies to be achieved in the event that you submit for both the Spa Design and Spa Consultancy contracts.

**Fee Proposal**

You must indicate all costs that will be associated with the contract e.g. rates, expenses etc. No claim for additional payment will be considered for items that have not been specified.

The timing and quantum of payments should be outlined in the proposal, along with details as to the suggested milestones and measure of satisfactory performance to be applied.

This letter is not intended to signify guarantee of an order being placed, and no commitment is undertaken by the Council to purchase services on receipt of quotations/documents.

Thank you.

Yours faithfully,

Cath Burns  
Director of Economic Development  
Rossendale Borough Council